



**PERTH MARKETS**

# Open Ears Policy

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## Authority Table

|                       |                         |
|-----------------------|-------------------------|
| <b>Authorised by</b>  | Chief Executive Officer |
| <b>Document Owner</b> | Operations Manager      |

## Revision Index

| <b>Version number</b> | <b>Date</b> | <b>Revised or reviewed by<br/>(Position title)</b> | <b>Revisions approved by<br/>(Position title)</b> | <b>Reasons and details of changes</b> | <b>Next review date</b> |
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## 1. General Purpose and Principles

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Perth Markets Group Limited (PMGL) is committed to ensuring, as far as reasonably possible, the health and safety of all individuals on site. This commitment aligns with the Work Health and Safety Act 2020 and the Work Health and Safety (General) Regulations 2022, as well as our shared duty of care with all persons conducting a business or undertaking (PCBU) at PMGL’s worksites. The goal is to ensure that all workers operating forklifts or other vehicles are not distracted and are fully aware of their surroundings. The Open Ears Policy will play a significant role in enhancing workplace safety, helping employees to remain conscious of their environment and thereby reducing the likelihood of incidents.

## 2. Implementation

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This policy applies to all forklift operators, operating in common areas of the Perth Market site, including PMGL employees, tenants and tenant employees, buyers and buyer employees, and contactors.

## 3. Definitions

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| <b>Authorised Person</b>  | A person authorised by PMGL to act on PMGL’s behalf in the performance of any act, discretion, or duty with respect to the PMGL Site Rules and includes the CEO and each Market Officer or person as designated by the CEO. |
| <b>CEO</b>                | Means the Chief Executive Officer of PMGL.  |
| <b>Contractor</b>         | A person (other than as an employee of a tenant or PMGL) who is providing a service to PMGL, or to tenants or persons within the site.  |
| <b>Forklift</b>           | A vehicle, designed to be equipped with pallet forks, that is commonly used for loading, unloading, and transporting palletised goods, also known as load shifting mobile plant.  |
| <b>Forklift Operator</b>  | A person who operates a forklift on the site.   |
| <b>In/Over Ear Device</b> | Known as an earpiece designed to listen to music or other audio tracks as well as make and receive phone calls hands free. Worn in one or two ears at a time.   |

## 4. Policy Statement

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Forklift operations are a significant hazard on the Perth Markets site. Incidents involving forklift collisions and pedestrian impacts can cause significant harm. Operators of this mobile plant must undertake structured training to obtain a High-Risk Work License (HRWL) and a site forklift permit before they can operate a forklift on-site. This training is in addition to other measures implemented to reduce the risk of harm, such as the duty to provide safe plant, ongoing maintenance, pre-start inspections, effective warning devices, speed controls and implemented traffic management plans.

Distractions from the safe operation of a forklift can limit the awareness of the operator to hazards or pedestrians in their area of operation. This could increase the risk of harm from a collision with other items of plant, facilities and or pedestrians.

For PMGL to provide a safe workplace, it is essential that forklift operators are fully aware of the environment they are operating within. To prevent operators from being adversely affected by distractions, such as in or over-the-ear devices that limit audible awareness, the following rules will apply:

- All forklift operators are prohibited from using in-ear or over-ear audio devices when operating forklifts in common areas.
- Exceptions may be made for individuals using hearing protection in cases of excessive noise exposure, subject to a risk assessment for necessary levels of hearing protection.

These rules help to keep everyone fully aware of their surroundings and able to respond to potential hazards.

## 5. Breaches

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PMGL authorised officers have been granted the authority from the CEO to monitor compliance with this policy, issue verbal and or written warnings, including the loss of one (1) demerit point for any breach of the open ear policy, as described in the Site Rules and Guides.